



CUSTOMER SUPPORT/HELP DESK TECHNICIAN

\$45,033 - \$56,295

Position is located in Crystal City, Virginia

CLOSING DATE: JUNE 4, 2004 at 5:00pm Pacific Daylight Time

THE ORGANIZATION

CPS Human Resource Services (CPS) was initially created in California in 1935 as a state agency to improve efficiencies, provide cost-effective services, and advance quality personnel management practices to its clients. In 1985, CPS transitioned to become an independent, public organization and currently functions as a Joint Powers Authority (JPA). Our vision is to provide a "nationwide presence for the improvement of Human Resource Management in all forms of government." We are a progressive and dynamic organization that prides itself in innovative strategies, approaches, and business practices.

Existing to assist public and non-profit sector employers develop and enhance human resource programs, CPS is a self-supporting public agency that offers a full range of products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, and workforce planning. An increasing number of CPS services involve internet delivered recruiting, training, and testing solutions.

CPS is governed by a ten member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, Hayward Unified School District, and City University of New York. Our core values promote client satisfaction, organizational integration, high quality of work life, and financial returns that assure long-term sustainability.

CPS recently received the 2004 Sacramento Workplace Excellence Award as one of "the best places to work in Sacramento" by the Sacramento Area Human Resource Association.

The organization has experienced significant growth in revenues, service/product offerings and employees over the last five years. CPS services over 2000 client organizations at the state, local, and national levels in both the U.S. and Canada. More information about CPS can be found at: www.cps.ca.gov.

THE POSITION

The Information Systems Division (ISD) of CPS provides the technology infrastructure that enables CPS to continue to grow and succeed. As this infrastructure expands and matures, additional resources and skill sets must be added.

CPS is seeking an experienced, high-energy, and motivated Customer Support Specialist to work as part of the ISD Operations team and support our two Washington DC area offices. The successful candidate will provide internal customer assistance with routine inquiries and problems as they occur. This assistance will include telephone, desk-side, and walk-around support as well as one-on-one training. The candidate must have a strong commitment to and understanding of customer satisfaction and make the necessary effort to satisfy client needs while working in the best interest of the organization. This position represents a tremendous opportunity to learn and apply a variety of skills, expertise, and problem solving techniques. The successful candidate will help to position CPS for continued growth and success.

KEY DUTIES

- Provide software support for applications including the MS Office suite, MS Windows 2000 Professional and XP Operating Systems, Symantec Antivirus, Citrix, and other CPS proprietary applications.
- Provide technical support for phone and voicemail problems.
- Provide technical support and aid in troubleshooting printer and fax problems.
- Provide technical hardware support by installing hardware components such as memory, video cards, controller cards, LAN cards, disk drives, and modems.
- Provide technical network support for the office LAN as well as broadband Internet and dial-up connections.
- Connect clients running Windows 2000/XP to TCP/IP based networks
- Maintain Help Desk ticket tracking database. Manage new user tickets, update and create tickets as needed and record steps taken to resolve issues.
- Maintain an inventory database of deployed and reservable hardware and software assets. Utilize in-house tools designed for asset management, application management, and software inventory.
- Maintain working knowledge of all deployed applications.
- Assist in system-related maintenance as requested, including providing assistance in testing new or upgraded applications.
- Escalate problems when necessary to the appropriate ISD Analyst, Developer, or your immediate Supervisor. Assist with information gathering and communication as requested in the resolution of escalated problems.
- Perform office support and administration duties as permitted by workload.

QUALIFICATIONS

Successful candidates are expected to possess the following:

ABILITY TO:

- Work accurately amid multiple priorities
- Problem-solve, troubleshoot, and develop creative technical solutions
- Evaluate problems and recommend solutions
- Work independently and as part of a team
- Communicate clearly and responsively with clients and team members.
- Recognize the importance of customer service and demonstrate sensitivity to client technical needs and expectations.
- Maintain customer focus at all times.
- Recognize opportunities to provide “above and beyond” customer service.

SKILLS:

- Proficiency in MS Windows 2000 Professional and XP environments.

- Proficiency in MS Office 2000 and XP suites.
- Extensive and current technical knowledge in the configuration, operation, and troubleshooting of PC's, mobile hardware, software, and peripherals.
- Good organizational and planning skills
- Strong problem resolution skills
- Excellent interpersonal skills including both written/oral communication abilities
- Multitasking competencies to manage multiple events or projects
- Customer service focus and ability.
- Strong team skills

KNOWLEDGE OF:

- Hardware troubleshooting and maintenance including: printers, network switches, PC's, laptops, and peripherals
- Microsoft operating system and applications.
- Networking, including LAN/WAN administration and maintenance
- Basic telecommunications
- Technology industry best practices
- Recommended security processes and procedures.

EDUCATION:

The ideal candidate will possess at least an Associate's degree in information technology or a related field.

EXPERIENCE:

Three years of paid work experience maintaining computers in a Windows environment of 100+ nodes is expected. Any combination of education and experience that provides the desired competencies will be considered. Candidates with strong experience who lack the degree are encouraged to apply. MCSE certification is highly desired. Additional technical certifications and/or work experience is considered a plus.

PHYSICAL AND MENTAL REQUIREMENTS:

- Vision sufficient to diagnose problems, install networks and software
- Considerable amount of standing and walking
- Lifting and physical movement of PCs and IT equipment will be required.

SALARY AND BENEFITS

SALARY RANGE: \$45,033 - \$56,295

BENEFITS

Insurance – CPS provides health, dental, vision, and life insurance programs.

Leave – CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

Retirement – CPS is a California Public Employee's Retirement System member. CPS and the employee contribute to a defined benefit plan that provides a fixed monthly income at retirement based on a formula of years of service, age and salary. CPS also offers a 457 plan (deferred compensation plan) to which the employee can contribute. CPS does not participate in Social Security, except for Medicare.

Flexible Spending – CPS offers a Dependent Care Assistance Plan and a Health Care Spending Account.

Quality of Work Life – CPS offers a variety of employee programs (Live Well-Work Well, Community Action Network, in-house fitness center, etc.) to enhance the quality of work life of all employees.

SELECTION PROCESS

Interested candidates must complete the online application form at www.cps.ca.gov under Job Opportunities and submit in accordance with instructions. Unsolicited phone calls, faxes and resumes will not be accepted. Qualified candidates must be able to successfully complete a background check.

A screening committee will review the applications and select the most qualified candidates to participate in an oral interview and workplace aptitude assessment. The screening process is anticipated to require at least two weeks. The final filing date is 5:00 p.m. Pacific Daylight Time on **June 4, 2004**. Applications received after that date will not be considered.

CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER to all, regardless of race, color, ancestry, religion, sex, national origin, marital status, age, sexual orientation, mental or physical disability, or perceived disability.

CPS is in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Qualified women, minorities, individuals with disabilities and veterans are strongly encouraged to apply.